

GR HIRE HUB CUSTOMER TERMS AND CONDITIONS

Last Updated: 01 May 2026

GR HIRE HUB and THE USER

1. Acceptance of Terms

By accessing or using the GR Hire Hub platform, you confirm that:

- You have had a reasonable opportunity to review these Terms and Conditions
- You have read, understood, and agree to be legally bound by them
- Your continued use constitutes binding electronic acceptance

If you do not agree, you must stop using the platform immediately.

You further warrant that:

- You are **18 years or older**, or
 - You are using the platform under the supervision of a legal guardian
 - You have the legal capacity to enter into this agreement
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2. Nature of the Service

GR Hire Hub operates as a **digital directory platform** that connects users with independent vendors.

- We **only host listings and facilitate communication**
- We act strictly as a **neutral platform provider**
- We are **not a party** to any agreement between users and vendors
- We do **not act as an agent, broker, or intermediary**
- We do **not verify** the quality, legality, or availability of listed items

All transactions are strictly between the **user and the vendor**.

3. Exclusion of Transactional Responsibility

GR Hire Hub:

- Accepts **no responsibility** for interactions or transactions between users and vendors
- Does **not guarantee listing accuracy**
- Is **not liable** for non-delivery, disputes, or warranties

Users must conduct their **own due diligence** before entering into any agreement.

All disputes must be resolved **directly with the vendor**.

4. WhatsApp and Enquiry Assistance

If a product cannot be found:

- Users may submit requests via **WhatsApp or enquiry forms**
- You consent to us **sharing your contact details with vendors** to assist your request

This is done in accordance with **POPIA**.

We do **not guarantee**:

- Vendor responses
 - Successful transactions
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5. Platform Availability and Technical Terms

While we aim for reliability:

- Platform access may be interrupted due to:
 - Maintenance
 - System updates
 - Load shedding or external factors

We do **not guarantee**:

- Uninterrupted access
- Successful message delivery

We are not liable for losses caused by **technical issues or delays**.

6. Prohibited User Conduct

Users agree to act lawfully and responsibly. Prohibited actions include:

- Violating South African laws
- Fraudulent or deceptive conduct
- Posting unlawful, offensive, or defamatory content
- Harassing users or vendors
- Using bots, scrapers, or automation tools without permission
- Attempting to reverse engineer the platform

Violations may result in **immediate suspension or termination**.

7. Intellectual Property Rights

All platform content is protected under South African law.

- GR Hire Hub owns or licenses all content, branding, and software
- The **GR Hire Hub name and logo are protected trademarks**

Users are granted:

- A **limited, non-commercial license** for personal use only

Unauthorized use, reproduction, or commercial exploitation is **strictly prohibited**.

8. Platform Rights and Modifications

GR Hire Hub reserves the right to:

- Modify, suspend, or discontinue any part of the platform
- Update these Terms at any time

Continued use after updates constitutes **acceptance of revised Terms**.

9. Limitation of Liability and Indemnity (Zero Liability Cap)

To the fullest extent permitted by law:

- GR Hire Hub is **not liable** for any damages, including:
 - Direct or indirect losses
 - Loss of profits, data, or business opportunities
- Total liability is limited to:
R0 (Zero Rand)

The platform is provided:

- **“As is”** and **“as available”**
- Without warranties of any kind

Users agree to:

- Use the platform at their **own risk**
 - **Indemnify and hold harmless** GR Hire Hub from any claims arising from:
 - Platform use
 - Vendor interactions
 - Breach of these Terms
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10. Breach and Termination

We may suspend or terminate access **without notice** if:

- These Terms are breached
- Unlawful conduct occurs

Upon termination:

- Your right to use the platform ends immediately
 - Certain provisions (e.g. liability, IP, governing law) will survive
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11. Dispute Resolution and Communication Protocol

11.1 Mandatory First Step

All disputes must first be submitted directly to GR Hire Hub.

11.2 Communication Method

 info@grhirehub.co.za and all other GR Hire Hub related channels, platforms all communicated privately and not publicly

11.3 Response Time

- Minimum: **72 hours**
- Business hours: Mon–Fri, 08:00–17:00 (excluding public holidays)

11.4 Good Faith Requirement

Both parties must attempt to resolve disputes **reasonably and in good faith**.

11.5 Scope

Applies to all individuals and entities (local and international).

11.6 Restriction on Escalation

No disputes may be escalated publicly or legally without first following this process.

11.7 Legal Rights Preserved

Nothing in this clause removes rights under applicable law, including POPIA, but all communications or complaints must be taken up with GR Hire Hub firstly and allow time as stated above in order to be resolved by GR Hire Hub and owners, managers, etc.

12. Governing Law and Jurisdiction

- Governed by the laws of the **Republic of South Africa**
- Disputes fall under the **High Court of South Africa (Gauteng Division, Johannesburg)**

We reserve the right to proceed in any **competent court** if necessary.

13. General Provisions

- Invalid clauses will not affect the remainder of the agreement
- Failure to enforce a right does not constitute a waiver
- Users may not transfer rights without consent

- GR Hire Hub may transfer rights freely

We are not liable for delays caused by **Force Majeure**, including:

- Natural disasters
 - Strikes
 - Load shedding
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14. ECTA Disclosures

In accordance with the Electronic Communications and Transactions Act:

- **Full Name:** GR Hire Hub
- **Platform Type:** Online listing website
- **Website:** www.grhirehub.co.za
- **Email:** info@grhirehub.co.za